

(Effective date – March 16, 1999)

## **INTERNET ACCESS, ELECTRONIC MAIL AND ACCEPTABLE USE POLICY**

### **PURPOSE:**

The purpose of this policy is to establish guidelines regarding the proper use of Internet access, electronic mail (e-mail); to provide administrative regulations which prohibit specific uses of e-mail; to define electronic access violations; and to establish procedures for the monitoring of e-mail. It is the intent of the City to provide a structure in which Internet access and e-mail can be used effectively while not being abused. Electronic mail messages are official records when they are created or received in the transaction of public business and retained as documentation of official policies, actions, decisions or transactions. It is the responsibility of the users of the Internet and e-mail system to use the system for legitimate City business purposes.

Any and all opinions made using these systems, whether implied or expressed, are those of the individual and not necessarily of the City of Carrollton or management.

### **RESPONSIBILITY:**

City employees authorized by Department Director to use the Internet system.

### **POLICY:**

The City of Carrollton provides Internet access and e-mail for the purpose of authorized employees to engage in legitimate business-related activities. All e-mail messages are a part of the City's computer system and, therefore, are considered City property. Employees have no right or reasonable expectation of privacy in the use of e-mail. Being City property, the City reserves the right to review all communications made by its employees in regard to use of the City's computer system. The City will refrain from accessing an employee's electronic mail unless it is in conjunction with the City's need for supervision, control and efficiency in the workplace. No communication should contain confidential information. Any communication may be used in disciplinary proceedings.

To accommodate security issues, supervisors are authorized to monitor the City's computer equipment to identify potential abuses.

### **AUTHORIZED USE:**

In general, City employees have an obligation to use their access to the Internet in a responsible and informed way, conforming to network etiquette, customs and courtesies, and representing the City in a positive manner. Use of the Internet by authorized City employees constitutes acknowledgement of this policy.

- A. Employees should use the Internet to accomplish job responsibilities more effectively and for business and work-related communication only. Employees are prohibited from using the Internet for personal gain or for-profit activities. The use of e-mail for personal use is not allowed.
- B. Employees must comply with copyright and licensing laws for materials, software and other media. Employees should obtain appropriate approval prior to making information available via Internet or e-mail.
- C. Transmitting any material in violation of any U. S., State or local law, ordinance or regulation is prohibited. This policy prohibits unlawful or inappropriate communications, including but not limited to sexually, racially, or ethnically offensive comments, jokes, slurs, disparagement of, or threats to others, political endorsements or any obscene or suggestive images or offensive graphical images.
- D. It is a violation of this policy for any user to access the computer system for purposes of satisfying idle curiosity about the affairs of others, with no substantial business-related purpose.

#### **OPEN RECORDS ACT:**

All public departments are subject to the Open Records Act. All records, including computer based or generated information fall under this act. Therefore, users of the City information systems should treat computer-based information as they would written communications. Users shall exercise the same care in drafting e-mail that would be applied to any other written communication. E-mail is more permanent than paper communication and anything said in an e-mail may be discovered by an opponent in litigation.

#### **RETENTION:**

Only essential e-mail or documents otherwise required to be retained by any federal, state or local retention schedule should be saved. Non essential messages can and should be deleted immediately. The MIS manager will delete e-mail transactions greater than six months old. Users should save essential e-mail transactions in Microsoft Windows folders prior to the six-month limit.

Mail sent in from advertisers should be deleted without being opened. Opening these files automatically sends them to the server and they may contain viruses, which could damage the network.

#### **ENFORCEMENT:**

All provisions of this policy are deemed rules of the City and violation of any could result in disciplinary action up to and including termination. The Department Director (or designee) is responsible for the employees' compliance with the provisions of this policy and for investigating non-compliance. Complaints about inappropriate or offensive e-mail should be promptly reported to the Department Director. Such reports shall be taken seriously and carefully investigated. Suspension of service to users may occur when deemed necessary to maintain the operation and integrity of the City network. User accounts and password access may be withdrawn without notice if a user violates the acceptable use policy.

**AUTHORIZED USER**

**CITY OF CARROLLTON  
INTERNET ACCESS**

**I have been given authorization to access the Internet by Libby R. Duke, Human Resource Director**

I hereby acknowledge that I have received a copy of the City of Carrollton's Internet Access, Electronic Mail and Acceptable Use Policy. I have read and understand all the provisions specified in this policy.

\_\_\_\_\_  
(Employee Signature)                      DATE: \_\_\_\_\_

\_\_\_\_\_  
(Human Resource Director)                      DATE: \_\_\_\_\_

xc: Human Resources/Personnel File

<b>Carrollton Employee Entrance and Exit Procedure IT Department</b>			
<b>Employee Name:</b>		<b>Start Date:</b>	
<b>Department:</b>		<b>Exit Date:</b> ____/____/____	
<b><u>ENTRANCE PROCEDURE</u></b>		<b><u>EXIT PROCEDURE</u></b>	
	Access to Network		Access to network removed
	NAS Created/Explained		NAS Folder backed up/indexed
	Check Program Needs		Spy ware removal
	Spy ware removal		History Deleted
	Antivirus Update and Check		Temporary Files Deleted
	Email setup server side		Cookies Deleted
	Email setup computer side		E-mail Account deleted
	Computer Policy's Explained		E-mail Account forwarded
	Access to all Printers		Computer Names changed
	Added to Web Site		Removed from Web Site
	OTHER:		OTHER:
Completed by:		Completed by:	
Date:		Date:	